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**From:** Misha Tyagi [misha@stripe.com]  
**Sent:** 3/24/2022 11:01:06 PM  
**To:** Jacob Wells [jacob@givesendgo.com]  
**CC:** heather@givesendgo.com; Jerry Lee [jerrylee@stripe.com]; Sam Swartz [samswartz@stripe.com]  
**Subject:** Re: [Confidential] Stripe remarks  
**Attachments:** image006.jpg

Hi Jacob, We will be initiating the refunds over today/tomorrow and it will take ~4-5 business days for the funds to land in donors' bank accounts; however, the exact timeline ultimately depends on the individual's bank. You previously mentioned that you will release a public statement clarifying the below. We think it would be helpful to communicate GiveSendGo's plans clearly, in order to avoid confusion with donors of the Canadian campaigns or government authorities. Could you confirm that you still plan to communicate the following?

- In order to continue to comply with the Restraint Order issued by the Ontario Superior Court of Justice, GiveSendGo does *not* plan to refund the donors of the Canadian Freedom Convoy 2022 campaign (Account ID: acct\_1KQMbgC2lp5Nd5H4) and the Canadian Adopt-a-Trucker campaign (Account ID: acct\_1KJKuFJ9bEusTbne); and
- You, as the campaign organizer, plan to refund the donors of the US Freedom Convoy 2022 campaign (Account ID: acct\_1KORdyH7qsxOFoUf) only.

Best,  
Stripe Team

On Thu, Mar 24, 2022 at 10:32 AM Misha Tyagi <misha@stripe.com> wrote:  
Thank you for confirming, Jacob. I will get back to you with a timeframe shortly.

Regards,  
Misha

On Thu, Mar 24, 2022 at 8:04 AM Jacob Wells <jacob@givesendgo.com> wrote:  
Hi Misha,

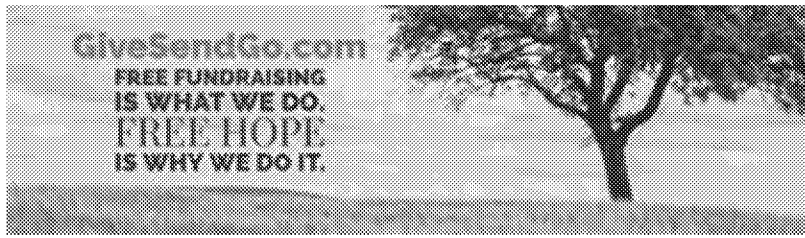
Just confirming Stripe is in receipt of the funds that were wired yesterday and also looking for a time frame for when the refunds would be initiated. Thanks!

Shine Brightly,

Jacob Wells  
Founder/CFO  
[jacob@givesendgo.com](mailto:jacob@givesendgo.com)

[GiveSendGo.com](https://givesendgo.com)  
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1Peter 3:18 For Christ also suffered once for sins, the righteous for the unrighteous, to bring you to God. He was put to death in the body but made alive in the Spirit.



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On Mar 23, 2022, at 10:42 AM, Jacob Wells <[Jacob@GiveSendGo.com](mailto:Jacob@GiveSendGo.com)> wrote:

Good morning Misha,

The wire has been initiated and you should see the funds in Stripe sometime later today.

Shine Brightly,

Jacob Wells  
Founder/CFO  
[Jacob@givesendgo.com](mailto:Jacob@givesendgo.com)

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On Mar 23, 2022, at 1:04 AM, Misha Tyagi <[misha@stripe.com](mailto:misha@stripe.com)> wrote:

Hi Jacob,

Thank you for confirming. Please let us know once you wire the funds back and we can work on initiating the refunds thereafter.

Please let us know if you have any questions.

Regards,  
Misha

On Tue, Mar 22, 2022 at 4:49 PM Jacob Wells  
<[Jacob@givesendgo.com](mailto:Jacob@givesendgo.com)> wrote:

Hi Misha,

Thanks for following up on this. We were able to get the checks deposited recently and will be wiring the funds back within the next day or two. I will follow up with an email once it is completed.

Shine Brightly,

Jacob Wells  
Founder/CFO  
[Jacob@givesendgo.com](mailto:Jacob@givesendgo.com)

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On Mar 22, 2022, at 5:57 PM, Misha Tyagi  
<[misha@stripe.com](mailto:misha@stripe.com)> wrote:

Hi Jacob,

Hope all is well.

Wanted to confirm if you have already initiated the wire to top up the connected account balance (acct\_1KORdyH7qsxOFoUf) with funds already paid out (\$5,561,217.09). Please let me know if you have any questions.

Thank you,  
Misha

On Wed, Mar 16, 2022 at 9:45 PM Misha Tyagi  
<[misha@stripe.com](mailto:misha@stripe.com)> wrote:  
Hi Jacob,

The normal protocol for refunding cancelled cards is that the donor's bank will redirect the refund to the donor's new or replacement card. If the donor does not have a new card, the bank will usually send the refund directly to their bank account. If neither of those options are available, the bank will return the money to Stripe and we will contact you via email for further action.

Please refer to this link for more information: <https://support.stripe.com/questions/refund-sent-to-cancelled-or-expired-card>

Thank you,  
Misha

On Wed, Mar 16, 2022 at 9:52 AM  
[Heather@GiveSendGo.com](mailto:Heather@GiveSendGo.com)  
<[Heather@givesendgo.com](mailto:Heather@givesendgo.com)> wrote:

Hi Misha,

Quick question. We have had a lot of people writing in about refunds and what will happen if they cancelled the card they donated with. I wanted to see what is the normal protocol for refunding to cancelled cards.

Thanks!

Heather

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**From:** Misha Tyagi <[misha@stripe.com](mailto:misha@stripe.com)>  
**Sent:** Monday, March 7, 2022 5:10 PM  
**To:** Jacob Wells <[Jacob@GiveSendGo.com](mailto:Jacob@GiveSendGo.com)>  
**Cc:** [Heather@GiveSendGo.com](mailto:Heather@GiveSendGo.com); Jerry Lee <[jerrylee@stripe.com](mailto:jerrylee@stripe.com)>; Sam Swartz <[samswartz@stripe.com](mailto:samswartz@stripe.com)>  
**Subject:** Re: [Confidential] Stripe remarks

Sure, Jacob. We can help process the net refunds. Let's discuss tomorrow.

I will send out a meeting invite for 5pm PST tomorrow.

Speak soon.

Misha

On Mon, Mar 7, 2022 at 1:20 PM Jacob Wells <[Jacob@givesendgo.com](mailto:Jacob@givesendgo.com)> wrote:

Hi Misha,

Heather and I will be available between 330 and 530pm EST tomorrow.

The term net I was using was in regards to the amount the account actually received after Fee removal. When donating on GiveSendGo people have the option to donate separately to GSG. It is bundled into a single

payment but split off in Stripe. We would be looking to refund the donations net of fees (Stripe processing fee and GSG application fee). We can do that individually but it would be helpful to have an automation for this.

Both Heather and I will be available between 4-6pmEST tomorrow.

Shine Brightly,

Jacob Wells

Founder/CFO

[Jacob@givesendgo.com](mailto:Jacob@givesendgo.com)

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On Mar 7, 2022, at 2:36 PM, Misha Tyagi  
<[misha@stripe.com](mailto:misha@stripe.com)> wrote:

Hi Jacob,

Thank you for reaching out.

Are you available for a call tomorrow?

In the meantime, we will also share with you the steps for initiating refunds. Can you please define 'Net refunds for the donations' - does this mean excluding the already refunded and disputed charges?

Regards,

Misha

On Sun, Mar 6, 2022 at 7:01 PM Jacob Wells <[Jacob@givesendgo.com](mailto:Jacob@givesendgo.com)> wrote:

Hi Misha,

GiveSendGo LLC has decided to initiate net refunds for the donations received. We would like to follow up on how we can move forward. Are you available to discuss tomorrow?

Shine Brightly,

Jacob Wells

Founder/CFO

[Jacob@givesendgo.com](mailto:Jacob@givesendgo.com)

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On Mar 2, 2022, at 9:49  
PM, Misha Tyagi  
<[misha@stripe.com](mailto:misha@stripe.com)>  
wrote:

Hi Jacob, Heather

Thank you for the helpful  
discussion today. Following



our conversation, we wanted to share Stripe's opening statement for the hearing tomorrow. We'd ask that you please keep this confidential, as we've not distributed the statement broadly. We thought it might be helpful to see the remarks as a preview of points Stripe plans to make at the hearing.

We'll follow up shortly with additional information on the refund process and other steps discussed on the call.

All the best,  
The Stripe team

<Stripe SECU Prepared  
Remarks - March 3, 2022 -  
Google Docs.pdf>

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Francisco, CA

Commercial Business Risk

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